

The Spotlight



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- To Our Valued Members: New Fiber Pricing & Tiers of Service
- Annual Meeting Oct. 27th in Posen
- Safety Alerts for Carbon Monoxide & Underground Utilities
- Budget Plan & Home Heating Credits

September 2023

COMING SOON! NEW INTERNET PACKAGES!

We have listened closely to your feedback as part of our dedication to enhancing your internet experience. To that end, we are pleased to introduce two new intermediate service levels between our existing 100 MB and 1 GIG packages. Starting October 1, you will also have the option to choose from 250 MB and 500 MB packages, providing you with more tailored choices to meet your specific needs.

As we developed these additional service options, we also reviewed our pricing. When we designed our original pricing and packages, we used the best data and information available to us at the time of our initial launch. Now, after nearly two years into the project, evolving market conditions beyond our control, including rising materials costs and interest, have prompted us to revise our pricing. The new tiered service packages are priced to suit every budget.

The updated pricing for all four service levels will be billed in September for service beginning October 1, 2023. The prices are as follows:

- 100 MB: \$64.95 per month
- 250 MB: \$79.95 per month
- 500 MB: \$89.95 per month
- 1 GIG: \$99.95 per month

These prices do not include our \$5 monthly discount after your enrollment in Auto Pay. We are pleased to continue offering this benefit to our valued members.

We sincerely appreciate your understanding and support as we continue to implement and expand our service offerings. If you have any questions, please call our Member Services team at 1-800-423-6634 or visit www.piegconnect.com.

Your PIE&G Board of Directors

86th ANNUAL MEETING

PIE&G will conduct its annual membership meeting on **Friday, October 27 at the Posen High School.**

Registration begins at 8:30 a.m.

The general business session starts at 10:00 a.m. when members will hear various reports on the cooperative. The meeting concludes with director election results. Lunch will be provided after the meeting.

For more information about the meeting and your director candidate ballot, please refer to your September issue of *Country Lines* which should mail around Labor Day.



Mark your calendar and plan to attend!

CARBON MONOXIDE CAN BE DEADLY

Protect Your Family

You can't see or smell carbon monoxide, but at high levels, it can kill in a matter of minutes. Carbon monoxide (CO) is produced whenever any fuel such as gas, oil, kerosene, wood, or charcoal is burned. If appliances that burn fuel are maintained and used properly, the amounts of CO produced are usually not hazardous. However, hundreds of accidental CO poisonings are caused each year by malfunctioning or improperly used fuel-burning appliances. Even more die from CO produced by idling cars.

Children, the elderly, and people with anemia or a history of heart or respiratory disease can be especially susceptible. Symptoms include dizziness, nausea, vomiting, headache, confusion or passing out.

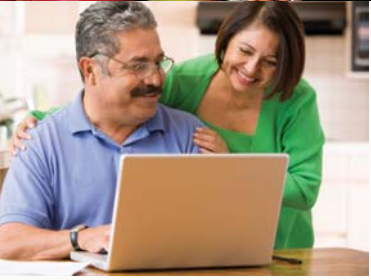
Carbon monoxide detectors can alert you about high levels of CO in your home, which will give you more time to get outside for fresh air and to safety.



Connected. Trusted. Reliable.

Owned By Those We Serve . . . Locally Controlled . . . Committed to Community . . . Not For Profit

September 2023



SIGN UP FOR OUR BUDGET PLAN!

You can't predict Michigan's weather, but you can count on PIE&G's Budget Plan to help keep your energy costs steady all year round. The Budget Plan lets you spread out your annual energy costs into equal monthly payments. It's a great way to help manage your household budget.

The Budget Plan* starts each October and runs through September. Your monthly budget bill is estimated for the coming year based on your previous 12 months of usage history. The annual total is averaged into 11 equal payments. For the 12th month (September), any

differences from the budget and actual usage are reconciled. The September bill will include catch-up charges if you used more energy than what you paid during the budget year, and if you used less energy than your budgeted billing and overpaid, you'll receive a credit.

If you are already enrolled in the Budget Plan and are paid in full, there is no need to take any action. Your enrollment will continue. **If you are enrolled in the Auto Pay Plan, a friendly reminder to review your September billing before the due date, to ensure sufficient funds are available to cover your reconciliation balance, which may be higher than your usual budget payment.**

**Eligibility requirements apply. Members participating in assistance programs, such as the Winter Protection Plan, are not eligible for the Budget Plan.*



IF YOU SMELL GAS OR SUSPECT A GAS LEAK CALL 1-800-655-8565 IMMEDIATELY



CALL MISS DIG BEFORE YOU DIG!

There are now two ways to request a MISS DIG locate request to mark underground utilities. You can request this online using One Call Access at oca.missdig811.org, or you may

call 811. Contacting MISS DIG before you dig is required by law. You must contact MISS DIG at least 3-10 business days before digging. Once your locate request has been submitted, you will receive a confirmation email from MISS DIG 811 (OCARS_PRO@missdig811.org). When a homeowner or company contacts the MISS DIG system, all utility companies must mark their own underground facilities with flags within 3 business days of the request. These flags mark the location of underground facilities so the homeowner, contractor or other utilities can avoid digging in those marked areas. This service is free and is available 24-7/365 days a year, but only public facilities are notified. Private underground lines (such as sprinklers or septic lines) will need to be marked by a private locator.

Failure to notify MISS DIG can also result in fines. Damage resulting from a no call excavation or removal of flags by someone other than the utility can lead to serious injury or death.

PIE&G appreciates your cooperation and help to keep everyone safe.

HOME HEATING CREDIT (HHC)

For help with winter heating costs, apply for the 2022 Michigan Home Heating Credit (HHC) if you have a low income, are receiving agency assistance, or are receiving unemployment compensation. Eligible customers must meet guidelines based on household income, exemptions, and heating costs. **The HHC may ONLY be used to pay for home heating costs (gas, propane, oil) and may not be used for your electric bill unless you use electric heat at your home.**

The MI Department of Treasury determines eligibility and remits the payment vouchers. You do not need to file a state income tax return to receive the HHC. The 2022 HHC form (MI-1040-CR7) is available at most public libraries, post offices, and MDHHS or Secretary of State offices. You can also get the claim form on the internet by searching for "MI home heating credit form". You must file your claim postmarked by September 30, 2023. For more information, search the web for Michigan home heating credit.

You may designate that your HHC is payable directly to PIE&G or to other registered heat providers.

The name on the HHC must match the name on the PIE&G account, and all persons named on the HHC must sign it to authorize payment.

Presque Isle Electric & Gas Co-op

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GAS EMERGENCY ONLY 1-800-655-8565

We will gladly accept your Visa, MasterCard, Discover or American Express.

No additional charge for using your credit card.

